



## Complete Summary

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### TITLE

Home health care satisfaction: mean section score for "Dealing With the Home Health Care Office" questions on Home Health Care Survey.

### SOURCE(S)

Home Health Care Survey Enhancement 2002 Psychometrics. South Bend (IN): Press Ganey Associates, Inc.; 2002. 6 p.

Home Health Care Survey. South Bend (IN): Press Ganey Associates, Inc.; 2002. 4 p.

### Brief Abstract

### DESCRIPTION

This measure assesses the mean score for the questions in the "Dealing with the Home Health Care Office" section of the Home Health Care Survey.

This measure is a component of a composite measure; it can also be used on its own.

### RATIONALE

1. Patient satisfaction is both an indicator of quality of care, and a component of quality care.

In 2001, the Institute of Medicine (IOM) advocated a patient-centered model of care (Crossing the Quality Chasm: A New Health System for the 21st Century). In part, this is a reflection of the growing understanding that

"...patients constantly judge the motives and competence of caregivers through their interaction with them. This judgment is a very personal one, based on perceptions of care being responsive to patients' "individual needs," rather than to any universal code of standards (McGlynn, 1997). When these individual needs are perceived as being met, better care results. Lohr (1997) notes: "Inferior care results when health professionals lack full mastery of their clinical areas or cannot communicate effectively and compassionately." In short, when patients perceive motives, communication, empathy, and clinical judgment positively, they will respond more positively to care...Sobel (1995) claims that improved communication and

interaction between caregiver and patient improves actual outcome. Donabedian (1988) notes that "...the interpersonal process is the vehicle by which technical care is implemented and on which its success depends" (from Press [2002] Patient Satisfaction: Defining, Measuring, and Improving the Experience of Care, Health Administration Press).

It is clear that patients quite actively evaluate what is happening to them during the experience of care. The degree to which the patient judges the care experience as satisfactory "...is not only an indicator of the quality of care, but a component of quality care, as well" (Press, 2002).

2. In addition to its connection to quality of care and clinical outcomes, Patient Satisfaction has been linked to the following:
  - Healthcare employee satisfaction and retention
  - Healthcare facility competitive market strength
  - Hospital profitability
  - Risk management (likelihood of being sued)

#### PRIMARY CLINICAL COMPONENT

Home health care satisfaction

#### DENOMINATOR DESCRIPTION

Patients receiving home health care during the reporting period who answered at least one question in the "Dealing With The Home Health Care Office" section of the Home Health Care Survey. Deceased patients are excluded from sampling.

#### NUMERATOR DESCRIPTION

The means of all the patients' scores for the "Dealing With the Home Health Care Office" section of the Home Health Care Survey

### Evidence Supporting the Measure

#### PRIMARY MEASURE DOMAIN

Patient Experience

#### SECONDARY MEASURE DOMAIN

Not applicable

#### EVIDENCE SUPPORTING THE MEASURE

A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences  
A systematic review of the clinical literature

One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

#### Evidence Supporting Need for the Measure

##### NEED FOR THE MEASURE

Unspecified

#### State of Use of the Measure

##### STATE OF USE

Current routine use

##### CURRENT USE

Internal quality improvement

#### Application of Measure in its Current Use

##### CARE SETTING

Home Care

##### PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Measure is not provider specific

##### LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Single Health Care Delivery Organizations

##### TARGET POPULATION AGE

Unspecified

##### TARGET POPULATION GENDER

Either male or female

##### STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

#### Characteristics of the Primary Clinical Component

##### INCIDENCE/PREVALENCE

Unspecified

## ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

## BURDEN OF ILLNESS

Unspecified

## UTILIZATION

Unspecified

## COSTS

Unspecified

## Institute of Medicine National Healthcare Quality Report Categories

### IOM CARE NEED

End of Life Care  
Getting Better  
Living with Illness

### IOM DOMAIN

Patient-centeredness

## Data Collection for the Measure

### CASE FINDING

Users of care only

### DESCRIPTION OF CASE FINDING

All patients receiving home health care during the reporting period

### DENOMINATOR (INDEX) EVENT

Encounter

### DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions  
Patients receiving home health care during the reporting period who answered at

least one question in the "Dealing With the Home Health Care Office" section of the Home Health Care Survey

#### Exclusions

Deceased patients are excluded from sampling.

### NUMERATOR INCLUSIONS/EXCLUSIONS

#### Inclusions

The means of all the patients' scores for the "Dealing With the Home Health Care Office" section of the Home Health Care Survey

#### Exclusions

Unspecified

### DENOMINATOR TIME WINDOW

Time window is a fixed period of time

### NUMERATOR TIME WINDOW

Encounter or point in time

### DATA SOURCE

Administrative data and patient survey

### LEVEL OF DETERMINATION OF QUALITY

Individual Case

### PRE-EXISTING INSTRUMENT USED

Unspecified

## Computation of the Measure

### SCORING

Continuous Variable

### INTERPRETATION OF SCORE

Better quality is associated with a higher score

### ALLOWANCE FOR PATIENT FACTORS

Analysis by subgroup (stratification on patient factors)

## STANDARD OF COMPARISON

External comparison of time trends  
Internal time comparison

## Evaluation of Measure Properties

### EXTENT OF MEASURE TESTING

The Home Health Care Survey was developed in 1994 and revised in 2002. The revised survey was validated using the 2001 data base.

Refer to the original measure documentation (Home Health Care Survey Enhancement 2002 Psychometrics) for further details.

### EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Home Health Care Survey Enhancement 2002 Psychometrics. South Bend (IN): Press Ganey Associates, Inc.; 2002. 6 p.

Mylod DE, Kaldenberg DO. Data mining techniques for patient satisfaction data in home care settings. J Home Health Care Manage Pract 2000; 12(6): 18-29.

## Identifying Information

### ORIGINAL TITLE

Home Health Care Survey, Dealing With the Home Health Care Office.

### COMPOSITE MEASURE NAME

[Home health care satisfaction: overall facility rating score on Home Health Care Survey](#)

### DEVELOPER

Press Ganey Associates, Inc.

### ADAPTATION

This measure was not adapted from another source.

### RELEASE DATE

1994 Jan

### REVISION DATE

2002 Jan

## MEASURE STATUS

This is the current release of the measure.

## SOURCE(S)

Home Health Care Survey Enhancement 2002 Psychometrics. South Bend (IN): Press Ganey Associates, Inc.; 2002. 6 p.

Home Health Care Survey. South Bend (IN): Press Ganey Associates, Inc.; 2002. 4 p.

## MEASURE AVAILABILITY

The individual measure, "Home Health Care Survey, Dealing With the Home Health Care Office," is published in the "Home Health Care Survey."

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## NQMC STATUS

This NQMC summary was completed by ECRI on March 27, 2003. The information was verified by Press Ganey Associates on April 16, 2003.

## COPYRIGHT STATEMENT

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All inquiries regarding the measure should be directed to the [Press Ganey Web site](#) or e-mail Penny J. Miceli, Ph.D. at [pmiceli@pressganey.com](mailto:pmiceli@pressganey.com).

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